

## Consumer Responsibilities

### Provision of information

Consumers have the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalisations, medications, and other matters relating to their health. They have the responsibility to report unexpected changes in their condition to the responsible practitioner. Patients are responsible for reporting whether they clearly comprehend a contemplated course of action and what action is expected of them.

### Compliance with instructions

Consumers have the responsibility to arrive fasted and prepared for the procedure. They must arrange to be taken home by a responsible adult afterwards, who will stay with them until the next day. Consumers are responsible for following the treatment plan recommended by the practitioner primarily responsible for their care. This may include following the instructions of nurses. Consumers must tell their health care worker if they are unable or do not intend to follow the prescribed treatment plan. Consumers are responsible for accepting the consequences of their own informed decisions.

### Refusal of treatment

Consumers are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.

### Respect of others

Consumers also have a responsibility to treat health care workers with respect in order that they are able to provide optimum care. Consumers should respect the human worth and dignity of other people and treat health care workers and other patients with care, consideration and dignity. Consumers should feel free to voice their thoughts and opinions without violence

### Consideration in regard to appointments

Consumers are responsible for keeping their appointments and letting their health care professional know if they are unable to attend their appointment or are running late.

## References

<https://www.safetyandquality.gov.au/standards/nsqhs-standards/partnering-consumers-standard>

Version	Date	Author	Description
1	29/01/2014	DON	Iso format and review of document
2	15/09/2015	IM	Review & updated links
3	17/08/2017	ADON	References checked
4	05/02/2020	DON	References updated
5	03/02/2022	DON	No changes
6	07/02/2024	BOM	Reviewed – reference updated